A BEAUTIFUL DAY IN THE NEIGHBORHOOD

neighborhealth impact report | 2020

At a glance

FQHC

look alike status achieved in 2019

4000+ patients

received high-quality care since launch in June 2018

60+ nations

represented among NeighborHealth patient population

30+ co-laborers

referring patients, providing transportation, or offering other wrap-around services in network of care

GREETINGS

I am pleased to share this update about the impact investment into the NeighborHealth clinic's launch. Raleigh impact investors' visionary and generous investment enables residents of west-central Raleigh to have access to health, life, and hope through the services of NeighborHealth and its co-laborers.

The clinic's exceptional faith-led staff endeavors to align their priorities alongside the heart of God. As such, providing high quality "market-rate" care to those who cannot afford it or are especially vulnerable like refugees and babies is ingrained in NeighborHealth's identity.

I eagerly look forward to embarking on the next chapters of the journey with NeighborHealth and how its impact on Raleigh further unfolds.

Onward,

Jay F. Hein
Managing Director, Commonwealth

COMMONWEALTH

INTRODUCTION

"GOD CARES FOR THESE PEOPLE—communicating that love to them through our medical work is our chief motivation", explains Doug Briggs, NeighborHealth's Medical Director, to an enquiring journalist.[i] Since opening its doors in northwest Raleigh on June 18, 2018, the clinic staff at NeighborHealth has served over 3,000 individuals with quality primary health care. NeighborHealth's clients have included the young and old, refugees and locals, and the rich and poor. Some might then conclude that NeighborHealth's vision begins and ends with providing equitable healthcare, but such an assumption fails to consider an even greater ambition for service. NeighborHealth beautifully creates health, life, and hope in Raleigh.

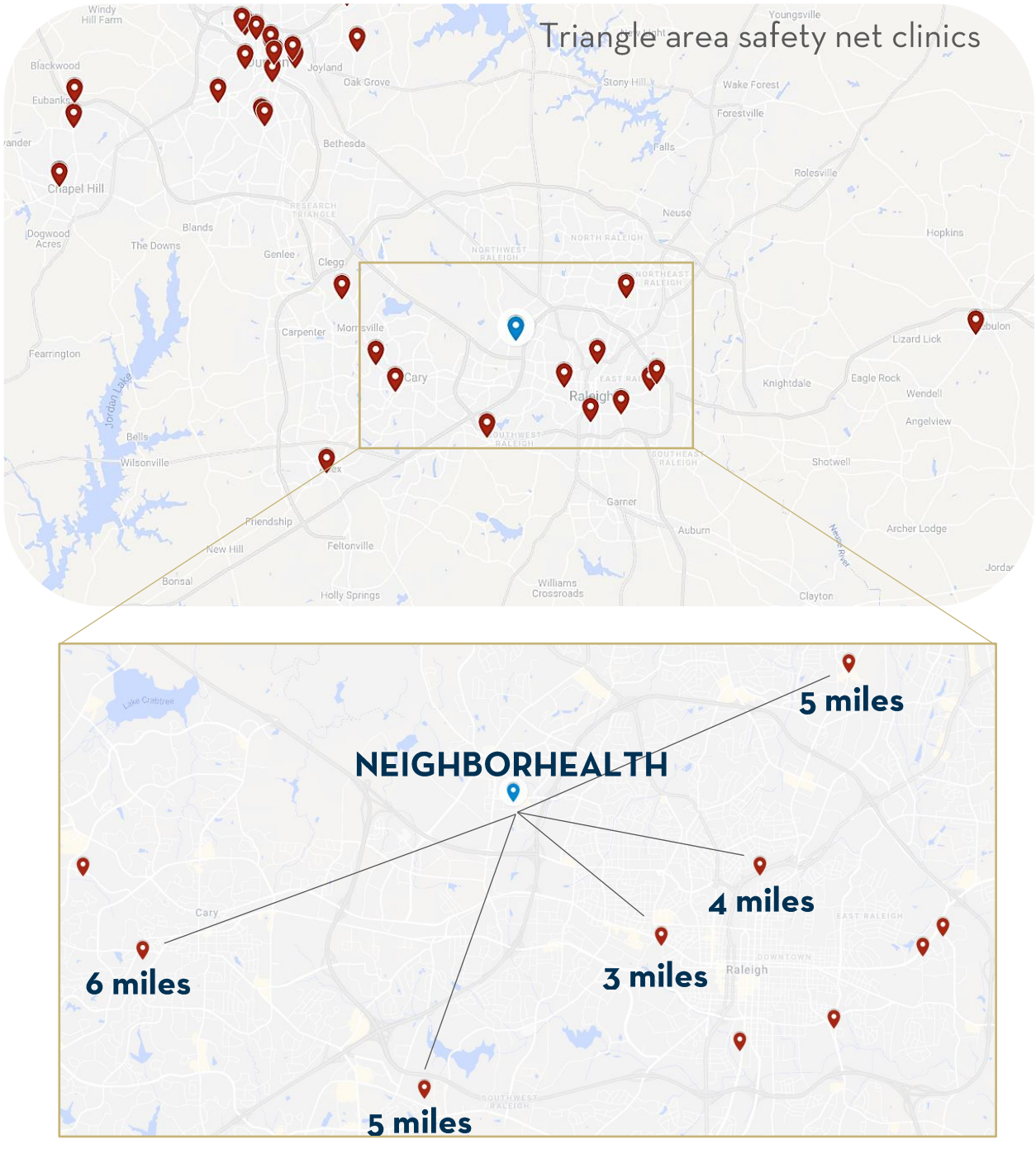
HEALTH LIFE HOPE

Below: Dr. Doug Briggs with patients Agnes and Magloire Klamte, referred to NeighborHealth by Refugee Hope Partners[ii]

Image credit: *WRAL*

NEIGHBORHEALTH'S POSITIONING EXPANDS HEALTHCARE SAFETY NET

Before the arrival of NeighborHealth, less than 4% of low-income residents in west-central Raleigh were served by a health center.[iii] The total size of this west-central low-income population is estimated to be 26,818.[iv] These maps illustrate NeighborHealth's strategic location:



Data Sources: NCDHHS 2019 data, MCDC
Map Image Credit: Google Maps data

RESTORING HEALTH

In the short time it has been open, NeighborHealth has made significant progress in improving the health of its patients and providing equitable access. The following metrics illustrate its success in providing equitable, quality care:

- Roughly 60% of patients are uninsured
- Offering services aligned with and continually improving along 16 measures of care, as defined by Federally Qualified Health Center scorecard guidelines
- NeighborHealth serves patients from 60+ nations and is equipped with translators to serve any patient, enabling access for refugees, immigrants, and other ESL speakers.

THE CONSEQUENCES OF INACCESSIBILITY

When people cannot access healthcare services—whether due to financial, geographic, or relational barriers to providers—their entire wellbeing degrades. Harms include:

- Illnesses advance to more severe stages
- Preventable hospitalizations
- Premature death
- Higher cost of care and greater financial burdens[v]

Dr. T. May Pini, a principal at national award-winning healthcare improvement company Premier emphasizes:

To avoid disease progression and poor health outcomes, people with chronic conditions need more preventative and proactive care, including more reliable access to their primary care provider[vi]

PCP ACCESS YIELDS TRANSFORMATIONAL BENEFITS

Access to healthcare generally and especially to a consistent primary care provider (PCP)—like NeighborHealth—radically improves individual health outcomes:

- Lower mortality from all causes

- Increased likelihood of receiving appropriate care
- Illnesses prevented at an early stage
- Greater trust in the provider
- Improved emotional wellbeing[vii]

HEALTHY PEOPLE CREATE THRIVING SOCIETIES

When Americans regularly access a primary care provider, a cascade of positive outcomes occur in society:

- Mitigate economic costs greater than $575B annually in lost productivity, wage replacement, and workers compensation related to employee illness and poor health[viii]
- Reduce unnecessary emergency room use, estimated at a national annual cost of $8.3B[ix]
- Reclaim portions of the estimated $310B annual cost of racial and ethnic health inequalities and premature deaths, including lost tax revenue (2002-2006 average)[x]

Below: NeighborHealth patient Rebecca and her grandson receive care at the clinic

PROTECTING LIFE

NeighborHealth offers prenatal care[xi] to its patients and plans to serve an increasing number of pregnant women and babies.

IMPORTANCE OF PRENATAL CARE

According to Mayo Clinic, it likely that more than twenty percent of pregnancies end in miscarriage.[xii] Yet, one in four miscarriages can be prevented through changes to a woman's lifestyle.[xiii] NeighborHealth's prenatal services create the best possible outcomes for vulnerable mothers and babies. The Committee to Study the Prevention of Low Birthweight at the Institute of Medicine offers this conclusion regarding the value of prenatal care:

> *...the overwhelming weight of the evidence is that prenatal care reduces low birthweight. This finding is strong enough to support a broad, national commitment to ensuring that all pregnant women, especially those at medical or socioeconomic risk, receive high-quality [prenatal] care*[xiv]

SPREADING HOPE

NeighborHealth's official mission statement is "serving Christ by loving our neighbors through excellent, compassionate and accessible healthcare."[xv] This mission aligns with the values of many other faith-based organizations in Raleigh. NeighborHealth engages with these likeminded organizations to have an even greater impact on the community.

A BUSTLING HUB OF SERVICE AND MINISTRY ACTIVITY

NeighborHealth's network of supportive hospitals, government agencies, church ministries, stand-alone ministries, and individual volunteers provides a context for countless expressions of faith to occur. NeighborHealth's community-based approach enables co-laborers of all kinds to engage their time, treasure, and talents to care for vulnerable populations in Raleigh.

Working together, these organizations address the physical, mental, and spiritual needs of Raleigh residents. The following lists underscore the breadth of connection that NeighborHealth has in the community and especially among faith-based organizations:[xvi]

- Medical or patient referring organizations including:
  - UNC Rex Hospital
  - WakeMed
  - Wake County Human Services
  - Gateway Women's Care
  - Lutheran Services Carolinas
  - US Committee on Refugees and Immigrants
  - Catholic Charities
  - Refugee Hope Partners
  - Alliance Medical Ministry
  - Triangle Family Services

- Local congregations providing money, volunteers, and referrals including:
  - Church of the Apostles
  - Christ our King Community Church

- Millbrook UMC (Neighbor2Neighbor Latino)
- Redeemer Anglican
- The Summit Church
- Tapestry Church of the Nazarene

- Other supporting community organizations and ministries including:
  - Neighbor2Neighbor Outreach
  - Gateway Women's Care
  - Stepup Ministry
  - The Salvation Army of Wake County
  - Community Hope
  - Justice Matters
  - Triangle Family Services
  - Refugee Hope Partners
  - Dorcas Ministries
  - Raleigh Rescue Mission
  - Jobs for Life
  - The Encouraging Place
  - Bridgehaven Counseling
  - Single Women with Children NC
  - YMCA of the Triangle
  - Safe Families for Children
  - Dress for Success Triangle

ENDNOTES

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[vi] Rich Daly, "Preventable ED Use Costs $8.3 Billion Annually: Analysis," *HFMA*, February 11, 2019. https://www.hfma.org/topics/news/2019/02/63247.html

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[xii] "Miscarriage," *Mayo Clinic*, accessed October 7, 2019. https://www.mayoclinic.org/diseases-conditions/pregnancy-loss-miscarriage/symptoms-causes/syc-20354298

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